GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Department of Real Time Governance - Sub-authentication user agency (sub-AUA) / KYC user agency (sub-KUA)services - Performance of aadhaar authentication, on voluntary basis under section 4(4)(b)(ii) of the aadhaar act, 2016 for authenticating the users for registering grievances in online grievance redressal system both mobile and web application – Notification – Issued.

DEPARTMENT OF REAL TIME GOVERNANCE

G.O.MS.No. 3 Dated: 10-12-2025

Read the following:-

e-file no.RTG01-RTG0RTGS(ESTT)/31/2025-DIR-FIN/ACT from CEO, RTGS.

ORDER:

The following notification will be published in an extraordinary issue of Andhra Pradesh Gazette dated 10.12.2025.

NOTIFICATION

S.O.____(E). —Whereas the use of Aadhaar number to establish identity enables individuals to receive subsidies, benefits and services in a convenient and seamless manner, obviates the need for multiplicity of documents to establish identity, simplifies processes and promotes transparency and efficiency:

And whereas the Ministry of Electronics and Information Technology, Government of India, after consultation with the Unique Identification Authority of India (UIDAI), had allowed vide its letter no. eFile No. 13(4)/2020-EG-II(Vol-13), dated 22.03.2024 to the Department of Real Time Governance (the said department), Government of Andhra Pradesh (hereinafter referred to as the said Government) for the purposes prescribed under sub-rule (1) of rule 3 of the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020 (hereinafter referred to as the said rules) that the said Department may be allowed to perform authentication and be permitted the use of Aadhaar number during authentication for establishing identity of Aadhaar number holder and notify the same under rule 5 of the said rules read with sub-clause (ii) of clause (b) of sub-section (4) of section 4 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (hereinafter referred to as the Act):

And whereas, the Aadhaar authentication shall be performed for authenticating the users for registering grievances in online grievance redressal system, through the web and mobile application of "Public Grievance Redressal System (pgrs.ap.gov.in)" (hereinafter referred to as the said purpose) as prescribed under sub-rule (1) of rule 3 of the said rules and the performance of Aadhaar authentication for the said purpose shall be on voluntary basis and that the said Department shall perform the Aadhaar authentication only for registering

grievances in online grievance redressal system [hereinafter referred to as the use case(s)].

Now, therefore, in pursuance of rule 5 of the said rules read with sub clause (ii) of clause (b) of sub-section (4) of section 4 of the Act, the said Department hereby notifies the following, namely: —

1. The Department, as provided in the Act, shall obtain the consent of the Aadhaar number holder for the purpose of authentication herein.

2. As per sub-rule (2) of rule 3 of the said rules, Aadhaar authentication is on voluntary basis the Department shall inform to the Aadhaar number holder of alternate and viable means of identification and shall not deny any service to the Aadhaar number holder for refusing to, or being unable to, undergo Aadhaar authentication, namely: —

    - PAN card
    - Voter ID
    - Driving License
    - Ration Card

2. This notification shall come into effect from the date of its publication in the official Gazette.

3. The Chief Executive Officer, Real Time Governance Society shall take further necessary action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

BHASKAR KATAMNENI
SECRETARY TO GOVERNMENT

To,
The Commissioner & Director of Printing, Stationary, Stores, Purchase, A.P., Vijayawada for publication of the notification in the Extra ordinary issue of A.P.Gazette dated 10.12.2025 and send 20 copies to Government.

The Chief Executive Officer, Real Time Governance Society.

Copy to:-
The Commissioner, I&PR, Guntur, A.P
The Director, Department of Translation, A.P
The Ex-officio Joint Secretary to Government, RTG Department
The Ex-officio Deputy Secretaries to Government, RTG Department
The ITE&C Department
SF/SCs

//FORWARDED:: BY ORDER//

SECTION OFFICER